



# Chamberlain Machine, Inc.

**Chamberlain Machine is a leading manufacturer of specialized pumps and industrial components located in Walpole NH. [www.chamberlainmachine.com](http://www.chamberlainmachine.com)**

## **Customer Service Manager**

### **Position Summary:**

Primary point of contact with Chamberlain's customer base for matters relating to order processing, product delivery and order support. The position is responsible for coordinating all customer transactions, following up with company departments regarding order status, expediting and accurately fulfilling customer requirements. He/she will adhere to Chamberlain's code of ethics and best practices, operate within the company's quality systems and in compliance with regulatory guidelines. He/she may work with customers in person, over the phone or via computer.

### **Position Responsibilities:**

1. Work with Production, Quality Control and Company Management to obtain information needed to facilitate quoting and accurately processing customer orders.
2. Enter orders and instructions into the ERP (Shoptech) business system with a high degree of accuracy.
3. Maintain communication with customers throughout the entire process from initial contact, order entry, delivery and billing.
4. Research order status in response to customer inquiries, verify all aspects of the items ordered and modify orders as needed.
5. Monitor records in the ERP business system throughout order fulfillment, identify delays, coordinate with manufacturing to effect on time delivery and update customers on shipment status.
6. Provide accurate, prompt, courteous, and professional service that instills customer confidence and loyalty.
7. Resolve customer complaints decisively; defuse anger if necessary and restore goodwill.
8. Utilize customer feedback; identify problem areas, recommend improvements and participate in continuous improvement events.
9. Maintain files and electronic records in an effective and organized manner.
10. Work with management to establish and execute strategy for customer relations and policies.

**Position Requirements:**

- Excellent communication and data entry skills.
- Ability to work well cross functionally with all levels of customers and internal departments.
- Strong organizational skills; ability to handle high volume of daily transactions with a high degree of accuracy.
- Ability to multi-task in a fast pace environment, prioritize and manage time effectively.
- Ability to maintain a friendly, positive demeanor and build customer rapport.
- Detail oriented, flexible, pro-active, highly motivated, team player, driven to achieve exemplary customer satisfaction.
- Aptitude to learn the technical aspects of custom-engineered product lines and understand how these products are used in customer applications.
- Associates degree or equivalent with 3 years of demonstrated customer service experience in a business environment, manufacturing preferred.
- Strong general office skills including applications such as MS Office and ability to learn and become proficient in new software applications.

**Additional Information:**

Full- time salaried position in Walpole NH.

Hours: 8-5 with overtime as required

Competitive salary with excellent benefits. See our website:

[www.chamberlainmachine.com](http://www.chamberlainmachine.com)